



HOME FOCUS

STATEMENT OF PURPOSE

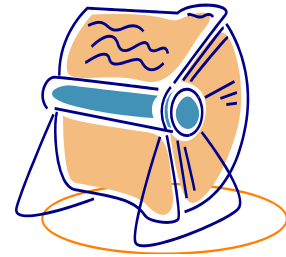
PURPOSE OF THIS DOCUMENT

This document summarises basic information about our organisation for the people who use our service, people who are considering using our service and the friends, relatives, carers & representatives of service users and potential service users.

It includes the materials required by the *Domicillary Care Agencies Regulations 2002*.

It should be read in conjunction with our *Service User Guide*.

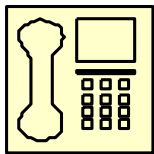
This is the third version of this document. It was last reviewed in March 2012.



BUSINESS INFORMATION

ADDRESS & CONTACT DETAILS

Responsible Person: James Evans
Registered Manager: Jo Dowd
Contact Details: Home Focus, 1a Church Road,
Off St Marys Rd, Eccles, M30 0DL



0161 789 2200

Fax: 0161 789 1010

Email: homefocus@btconnect.com

Home Focus is a Limited Company.

Registration Number: 03079096

We are accredited with Investors in People, currently undertaking the CHAS accreditation and a *Mindful Employer*.

We are members of Greater Manchester Chamber of Commerce and the UKHCA.



STRUCTURE OF THE TEAM

- We have a dedicated team who network across the company to offer professional care and support to our tenants.
- All our staff are CRB checked and follow an intensive induction programme.
- We as a company are monitored by and comply with current CQC and supporting people regulations.
- Each house has its own Senior member of staff who is responsible for the day to day running of the home, who is in turn supported by a deputy and a Manager.
- Our staff receive ongoing training and support to ensure continuing high standards of care provision.
- We have an on call phone where management can be contacted at any time of the day or night for emergency only.
- Our work tree

Jim Evans Managing Director

- Jo Dowd Manager
- Arlette Regan Assistant Manager
- Debbie Davies Admin
- Team Leaders



STATEMENT OF PURPOSE

Home Focus provides support services to adults with a learning disability, some of who may also have behaviours which challenge services. We also support people who have mental health problems and physical / sensory impairments.

At present we provide this service in Salford.

Our service delivers personalised support to people in their own homes - each support package is tailored to meet individual need, from a 24 hour service to minimal support.

We work very closely with New Directions, the Adult Learning Disability service in Salford, through whom the majority of our referrals are currently made.

A copy of our service application is available upon request.

WHAT WE AIM TO DO



- Support people in a person centred way - to uphold their own tenancies and live independently
- Support people to make choices and decisions
- Support people to develop and maximise their skills both in and out of the home environment - seek education, employment, etc as they may choose
- Support people to develop their friendships and support networks within the community. Ensure that people have the skills to make and maintain these networks and become more independent of our service
- Ensure that people have access to tenant meetings, encourage them to express their views and opinions and actively support people to raise concerns & complaints
- Ensure that people who use our service receive a high standard of provision that gives them value for money
- Encourage the people who use our service to play an active role in how the service is run and the decision making process
- Ensure that people have regular access to tenant meetings, encourage them to express their

WE WILL DO THIS BY:



- ✓ Ensuring that the people who use our service are supported by trained, competent staff. This includes support workers that have undergone a certified Induction process, and, as a minimum received training in Health & Safety, Abuse Awareness, First Aid, Food Hygiene and Manual Handling - as well as undertaking NVQ Level 2. Staff will also be given specialist training where appropriate including - Breakaway, Epilepsy, Dementia, Challenging Behaviour, Communication and so on.
- ✓ Ensure that all support workers are fully supported by managers who are suitably qualified and experienced. The Registered Manager holds a Registered Managers Award, NVQ 4 in Care and a BA (Hons) in Health Studies & Social Policy. The Assistant Manager has a BA in Psychology and NVQ 4 Leadership & Management Award. The In-House trainer holds an NVQ 3 in Care and is also a qualified NVQ assessor. The office Manager has an NVQ 3 in Business & Administration.
- ✓ Ensuring that all staff have regular meetings with their direct senior to discuss work practices, training needs and Learning & Development opportunities
- ✓ Make certain that our staff, service users, their friends and representatives and our commissioners are consulted on a regular basis about the development of our practices & procedures
- ✓ Warrant that we maintain our Quality of Service by regularly reviewing our policies and procedures and conducting Annual Quality Assurance Questionnaires. Quality checks throughout the

service take place on at least a monthly basis to ensure a continuous standard of service

OFFICE HOURS AND ON-CALL



Our office is open 9am - 4.30pm Monday to Friday. Due to the nature of our business, the office may be unmanned at certain periods.

Should this be the case there is an answer phone facility.

We also operate an emergency on-call telephone service. This is a phone, carried at all times by one of the on-call personnel. The number is available to all service users and staff and is available on the answer phone facility on the office phone.

*AS A SERVICE, HOME FOCUS POSITIVELY WELCOMES
COMMENTS, POSITIVE OR OTHERWISE*